

**911 ADVISORY  
COMMITTEE MEETING**

**APRIL 16, 2008**

**I. Introductions**

Ken Keim	Oregon Emergency Management, State 9-1-1 Program
Shannon Marheine	Oregon Emergency Management, State 9-1-1 Program
Mark Tennyson	Oregon Emergency Management, State 9-1-1 Program
Gillien Duvall	Oregon Emergency Management, State 9-1-1 Program
Jeanie Stark	Oregon Emergency Management, State 9-1-1 Program
Chris Miller	Embarq
Hasina Squires	APCO/NENA Lobbyist
Mark Buchholz	Willamette Valley Communications Center
Laura Wolfe	Bureau of Emergency Communications
Terry Swearingen	Qwest
Leslie Taylor	Lake Oswego Communications
Larry Hatch	Washington County Consolidated Communications Agency
Sally Jones	Columbia 9-1-1 Communications District

**II. Advisory Committee Overview**

Ken began by saying that this meeting was going to cover the direction that 9-1-1 is going and how we plan to move forward. He explained that this committee was encouraged to meet again due to comments and suggestions that he has been hearing from the 9-1-1 Community. This committee will provide the vehicle for the 9-1-1 community for them to submit their ideas and suggestions.

**III. 9-1-1 Program 5-year Plan**

Shannon Marheine began by referring back to the presentation she did on the 5-year Plan at the last quarterly meeting in Canyonville. She went on to say that because of the move of OEM to the Military, it has given us an opportunity to step back and look at the Program, how we do business and at our financial status, which we will talk about later. It would be in our best interest to have a Plan in writing for any Legislative processes we are going to have within the next couple of years. We are looking at the Plan as a way for our PSAP Managers to refer to and say that this is the goal that we want to achieve or this is the way that we would like to see the state program go. The 9-1-1 Program staff will conduct informative meetings with technical level staff from Oregon's primary LECS (Qwest, Verizon and Embarq), and primary CPE vendors (PlantCML and Positron). OEM will be meeting with Military Fiscal staff to compile forecasting and trending modules of revenues as best we can with what information that we have available to us. These meetings are for the purpose of establishing our objectives and to begin prioritizing them. The goal is to have a plan put together for review by the time we meet at Welches.

The 9-1-1 Program staff will be working with the OEM Domestic Preparedness staff to discuss utilizing their current contract with a third party planning group.

Larry Hatch stated that after the conference in Canyonville and the discussions on Next Gen 911 he still had questions, so he has been in contact with Washington DC to see about getting someone to speak at one of our meetings, perhaps for the December conference.

Ken Keim added that he feels a major concern to think about is how are these changes and new devices going to impact the PSAP work flow? Larry Hatch states that he feels it would be a benefit to hire a professional in to walk us through this so that we would have a document in hand to look at as a reference. Larry and Ken both agreed on the issue of not knowing what the impact will be on the operation of the PSAPs. The fact was pointed out that the amount of information going into the PSAPs is already great. Ken said that right now our goal is to provide the route to get us to Next Gen. Shannon mentioned that we need to be looking at how the dollars are spent and how we can spend them the most wisely. If we do have the capability to get into an IP Network and piggyback off of it, would this be a better use of dollars? The other point that she made was that we need to look at how we are using dollars today. We don't want to upgrade a PSAP just for the sake of upgrading. We want to make sure that we are being as prudent with tax dollars as possible.

Larry Hatch asked if there was someone in State Government who does plans and could guide us? Ken responded that the problem would be in getting it approved and that by going through the state government this could take anywhere from 6 months to a year. That is why OEM is looking at the option of utilizing the Domestic Preparedness Contract.

Hasina Squires asked if the 5-year Plan is being designed to help for the future of 9-1-1 or is it being designed to address the issues at hand today? Ken explained that at this point it is mainly address future needs. So far we have been able to keep everyone updated with equipment but soon things are going to be changing. We just completed putting T1 networks into all of the PSAPs. That will help us toward the IP part of Next Gen. Now the question is where do the PSAPs want to go with this? Shannon again hit on the fact that we need to plan our spending on ways that we can grow with. Ken noted that our revenue stream is finally flattening out; the trend shows that it is going down a bit. Every dollar requested is scrutinized more now than it was before.

Hasina states that she agrees with Larry about the plan being vendor driven vs. other drivers. She asks who is making the decision to bring in vendors and let them pitch? Ken explains that it is an education for OEM to meet with them, we are able learn about what they see for time frames. The trend is going toward the IP protocol and we need to be ready for when that happens. Shannon adds that we still have a lot of questions. She adds that she has questions like, at what point does a network become an IP vs. a Frame? LECs and Vendors will be able to provide these types of answers to our questions. We will be looking to Oregon APCO/NENA, this group, looking at other PSAPs around the nation, who have already started implementing some of these changes, by looking at other PSAPs we can see how they are mapping out their planning.

Chris Miller had a couple of thoughts that he wanted to add. First of all, in regards to what Larry had said about bringing in someone else to talk with other than a vendor; what we as vendors bring

to the table is the knowledge and expertise as to the technology and what it facilitates, what that means to the PSAPs and what they are going to do with it. He went on to inform the group that the Department of Transportation is running their Next Generation Project to try and figure this out. They brought in a speaker from Texas as part of a NENA course that they taught. She actually thinks that their centers are ahead of the DOT Project. Chris' thought is that these could be groups that would be good to bring in and consult with. He then referred to the strategic planning piece that Hasina talked about earlier, he goes on to say that as he see's it, that our job for a 5-Year Plan is to figure out what the trends are and identify items of impact, then to identify the experts in the field. For example, technology, population & what user expectations are going to be. What are staffing requirements at the PSAPs going to be? What is the financial impact that we should expect to see? Then get these experts together to start mapping out their trends. Chris went on to say that he feels that these are important areas to look into to give us the ability to plan for the possible scenarios. At this time we do not have a population or demographic expert so user expectations will be difficult to say without that. Ken adds that user expectations will affect the PSAPs because they do not necessarily have the funding. Some PSAPs have to rely on the state tax to cover these costs. The more complicated the processes get in the call centers, the more staff they will need to hire.

Sally Jones added that before an election in their county, they always hire a professional Pollster prior to crafting their strategy. The Pollster does a representative sampling to tell us what people are thinking about. This might be a way to find out what the public expectations are. The challenge would be for them to make contact with a group that uses wireless only – no land lines. The benefit would be that we may end up getting some information from the public that we don't expect or perhaps to confirm what we already know. Shannon added that one of our next steps will be to check with Washington State to see where they are at. She added that she definitely wants to pursue this contractor.

Mark Buchholz asked if we could look at getting help from someone like NASNA? Ken responded that they are moving forward on this but not everybody has the money to do it. The well funded states are trying to do something but it is on a very small scale, a lot of states are way behind and it has to do with funding issues.

Chris offers another thought on the subject of bringing in vendor engineers as consultants, to have the executives brought in as well. His thought is that they must already have a 5-Year Plan in position to be successful in the future, so from their perspective, they may have already done a lot of the leg work in terms of their long range planning. Engineers are technically savvy but they may not know what the Executives know about the vision of the company or the true picture of where technology is really going.

Shannon feels it would be a good idea to get a list of the PSAPs who have implemented these IP products and check in with them to see what they think of it. What is it doing for them? Terry Swearingen added that at this time you are going to see that the technology is already there but that no one is using it. We could flow all of this information into the PSAPs today but they don't have the processes to use it or handle it. The technology and equipment are available today, but the PSAPs do not have the knowledge. Terry adds further that from what he can tell, by his visits to the PSAPs, is that they have all of the responsibility that they can already handle. If anything else

that is added to the process, they are going to have to develop work plans and procedures. Terry's opinion is that the PSAPs like the new equipment being installed due to the redundancy of the work processes. What they have available to them today, they like having as the backup plan, having the ability to work with other PSAPs. They have the ability to move to another center and do their work with the ability to do things the same way as the one that they came from, not so much the Next Gen processes and all of the new data that goes with it.

Ken feels that there needs to be more research done to reflect what the impact will be on the PSAPs, more technology is not necessarily always better.

Gillien Duvall adds that she feels that Public Education should be a part of the plan, to incorporate at least a general overview. She states that we cannot rely on Federal or Local Public Education to do this, she feels that the State would be a good source to deliver this information.

Sally brings up the fact she feels that it is important to connect more closely with the people who work out in the field. To build on this subject, she went on to say that when she talked about Next Gen with her Advisory Committee, which are her Chiefs and Sheriff, she urged them to start talking about the safest procedures and about when they would want Pictures/Videos and to look at it from a safety perspective in relation to their mission out in the field. I think it is important to start working and partnering with them because with the information that we are taking in, we need to be consistent about how it gets passed on into the field whether it is to a Paramedic or a Policeman. Up until now it seems like the Program has really been more involved in the "call taking" aspect but now more and more we need to be involved in how to "direct" the information as well.

Mark Tennyson interjects that he feels like we almost need to work backwards and start with the PSAP personnel. How do we get them ready to receive this information and to be trained? He agrees with what was said earlier that we need to consider the impact on the PSAPs when deciding on furthering the technology aspect.

Sally brought up the subject of the "Advisory Committee Members", she was wondering if perhaps there were people that should be here that are not represented, like reps from Police Chiefs, Fire Chiefs, ect. Shannon responded that this group is compiled of volunteer only. She asked every PSAP Manager if they wanted to be on the committee. Sally voiced concern that, without the representation from people who work in the field, they will not be on board with all of the decisions that are made.

Shannon put out the suggestion of possibly inviting one Police, Fire, and EMS to join in.

Mark B. suggested having a Strategic Planning Committee to come up with an actual "Strategic Plan". Larry suggested that before we try to add new members to this group, that we could try attending their meetings. Sally went on to suggest that it may be a benefit to create a Stake Holders Group and do a forum on an annual or bi-annual basis.

Hasina asked OEM what their timeline is for our meetings? Shannon responded that originally this would be a quarterly group, with the exception of our meeting today. We may have to meet more frequently than that. We are not sure at this point. Our next meeting will probably be right after

the next quarterly meeting, in mid June. We could start putting together some of this information and then we could make a decision at that time.

Ken stated that in the mean time there will be some presentations at the NASNA Meeting about what we have been discussing. Ken added that we are pretty much within the same time frame as everyone else who is doing this. He will ask other states what they are planning and he will also find out what is happening on a national level.

Hasina asked OEM what would be the process to piggy-back on the State Contract? Shannon responded that the Domestic Preparedness Group is looking at it right now and talking with Procurement over at OMD to find out exactly what it is that they need to do. What I am thinking at this time, would be to do an amendment to the current contract that would include the language of the State 9-1-1 Plan. The Contractor that they have is called E&E and they are the ones who are writing the EOF. At this time, they are reviewing the information that we gave them about where it is that we want the 9-1-1 Program to go, that way they can give us an idea of what it would cost to piggy-back on this. The cost for this will funnel through OEM and the Military. Hasina asked who is the Head of Procurement? Ken responded that it is Bob Freeman. She then asked who is the Head of Domestic Preparedness? Shannon responded that Matt Marheine, OEM, is heading up that contract.

Mark B. was wondering if there was a list of expectations that is specifically designed for the Advisory Committee to follow? Shannon responded that she feels that the general idea for us is to serve the PSAPs, to give them representation. For them to let us know what works for them and what does not work for them. Shannon explained that is how we learn what needs to be addressed and how we will be able to be proactive. Sally summed up Shannon's response as, basically providing input, advice, to review, to prioritization, and to make adjustments. Shannon added that this is the forum for our PSAPs to speak up and say this is what we want to do.

Mark T. stated that he thought it would be helpful to improve communication with everyone within 9-1-1 in general. Shannon stated that OEM could add a page to our website so that everyone would be able to view the committee information and meeting minutes. Hasina agreed that a web page would be a good idea because the Legislative Stake Holders will want to know what is going on and this will keep them informed.

Larry interjected that there should be a "Mission Statement" for this project to state the Committees Purpose and Vision.

Sally stated that we should try to keep the group small and pick a number and stick with it. As we progress, there will probably be more people who will want to be a part of it. Laura Wolfe expressed concern about the group representation. She feels that there should be a wider representation. Shannon's response to this concern was to look at this geographically. Shannon mentioned that there are two or three members that are not here today, Margie Puckett from Jackson Co, Diane Carlson from Verizon and Shawn Pray from Deschutes Co, who has declined his seat. Shannon asked the group if anyone felt like someone was missing that they thought should be here? Sally responded that she feels that Galen Howard, Lane Council of Governments, would be a valuable asset to the group.

Mark B. voiced the opinion that he felt we should send out the Meeting Notice inviting anyone to attend and listen to their ideas. Mark went on to say; from that forum the committee could send out the information from the meeting and let the PSAPs vote on it. . Shannon responded that she would prefer to keep the group remain more formalized. Mark B. feels that we need to make a point make sure that the PSAPs are heard who do not have representation. He agreed that it would be a good idea to have committee members assigned to certain geographical areas.

Laura expressed concern that she feels it is important that we make sure that we speak for all the PSAPs, to carry forth all of their thoughts and ideas. Shannon responded, by assigning committee members geographic areas, it would help to make sure that everyone is heard. A person would be assigned their own Region to represent. Laura stated that some people do not feel comfortable stating their concerns. It may be helpful for them to know that someone is assigned as a representative to speak for them.

Sally feels that it is critical to be more representative of the population served. It may force the locals to look at regional solutions. Shannon said she thinks that it is a good idea. She added that we will review these ideas and as a Program branch it out and map out a Plan for the Committee for our next meeting. We will send something out to all of you prior to, from there we can decide who else it is that we need to bring in.

Gillian stated that she feels that the representation level here at this meeting for PSAPs is fantastic, as you are all long timers, but having someone here who is newer to the field would provide a whole different perspective. She asked that they keep this suggestion in the back of their mind when inviting different people.

Laura suggested that it would be a good time to meet just prior to our quarterly meeting. Then we could go on the agenda with a good majority of all the PSAP Managers in attendance already there.

Mark T. went back to the subject of impact on the PSAPs. He feels that it is almost like we have to work backwards. The technology is available, the network is not. We need to start with the Dispatchers and try to determine how do we get the PSAPs ready to receive this and be trained? How much technology can they handle? We as a committee need to be careful to drive this at a good balance, consider the merging technology with how they are staffed. Ken remembers the impact on the PSAPs when they began the implementation of Phase II in the early 1990's, with having to deal with the adaptation to changing and adding procedures. Sally added that the future will be hugely impacted by how the message is transferred out into the field. It will be completely different than what we have done before.

Gillian posed the question if anyone has done a study of what PSAPs want or can accept? We keep referring to the Police Officers and to the Ambulance but has anyone gone in and asked, "Are you ready to accept video"? Sally interjected that everyone seems to like the concept. Ken posed the hypothetical question, if we inform the PSAPs that they need a 50% increase in their staff in the next four years, where is that money going to come from? Shannon had the idea that we put in a plan for a study with our Responders across Oregon, contract a full study. Larry

added that if we truly studied it and documented the findings that it would show the Telcos that the .75 cent tax is just the tip of the iceberg to cover 9-1-1 costs.

Sally touched back on the subject of Committee Members. She asked the group if they have someone in mind that they think should be on this committee that is not here? Like representatives from the Police Chiefs, Fire Chiefs, Ambulance. Shannon responded that the group of people here right now are volunteer only. She explained that she asked every PSAP Manager if they wanted to be on the committee. Ken added that it gets to be a problem when the group gets too big. Sally queried how do we know that the Police & Fire Chiefs, the Sheriffs are kept abreast of what we are doing? Ken responded that he presumes that they are being kept informed on a local level. Shannon suggested that maybe we should consider having a representative from each on board. Larry suggested that before we try to add to this group that we try an out reach approach.

Mark B. asked about the 9-1-1 Advisory Business Plan. He is questioning the impact. What Next Gen equipment is going to be purchased and how will it be used? There is a concern that people may not understand or may not be prepared.

Shannon stated that this discussion today has been extremely helpful. We need to hear from the people who are out there working in the 9-1-1 Community. We at OEM tend to get more focused on what we are doing and we encourage you to call us to give us your input.

Shannon discussed the fact that this committee may not need to have frequent meetings but that we should meet twice a year for voting on things or call a meeting when something comes up, (aside from the plan that we are working on). In a traditional sense it would be a good idea to keep this committee going from this day forward. It is a good vehicle for doing things within the Program and assuring that we keep things going in the direction that we want them to go. Sally added that she liked Laura's suggestion of meeting the Tuesday before the quarterly meeting.

Laura added that it would be a good time to add it to the agenda, deliver the report; this is what we discussed and this is where we are. Sally added that it may be better a week before so that we could develop the minutes.

Shannon reiterated that we still want to try and do the next meeting in mid June. Hasina stated that she wanted to pass on what she has heard and that there was a great deal of concern, not in a negative way, but that OEM needs to have a more formalized structure for the quarterly meetings and to relay the nitty gritty information on the upcoming things that are happening. Hasina added that it would be beneficial to have input from 9-1-1 Wireless and the Police & Fire. Her opinion is that unless we had a specific issued to solicit to them, it would not be necessary to have them regularly attend these meetings.

Laura asked if we are going to formalize the group? Shannon responded that she will email out the Plan, as it is at this point, to everyone prior to the next meeting. Then look at the comments to see if everyone agrees that this is the way to go. Then we will invite whatever new people that we need to. In addition, we will put together the Mission Statement and our Goals.

#### **IV. WIRELESS ISSUES**

##### **- Wireless Committee Report**

Ken opened up the discussion on Wireless Issues. Ken stated that Shannon has been heading up the Wireless Committee.

##### **-Prepaid Wireless Tax Collection**

He mentioned that some of the things we have been dealing with are the issue of Accuracy and the Pre-Paid Wireless Tax Collection, which came up in the audit that was being handled by the Dept of Revenue. They are still working on it so I do not know what they have accomplished. Ken explained that they are looking back and collecting from Wireless Pre-Paid. They only have one person who does the Wireless Tax Collection. Ken stated that he will try to find out what is going on and have a report at the next meeting. FCC has opened up a doc on Non-Initialized Phones, the old phone locate issue. For the used phones that are donated by the Wireless Carriers, they will initialize them. Sally asked if the used phones that are being donated to the shelters are being initialized? Ken responded that only the ones that are donated by the Wireless Carriers who are volunteering to do this.

#### **V. Legislative Concepts – ORS Changes**

Ken went on to discuss the Legislative concepts for this year. We have three concepts that we are putting in. Ken provided a handout for the group.

##### **1. Housekeeping for Administrative Costs**

Currently the law reads that we have to front the money for our administrative costs for the first quarter of the year before we can get reimbursed for them. We have to front the 4%. So we have to find the money from another program to do that.

##### **2. Removal of Definition House Bill 2370**

Ken addressed the issue with House Bill 2370. Shannon explained that last year they took out Office and replaced it with Oregon Emergency Management. The Military Department in their effort to amend this, only removed the definition of Office but they did not remove the term Office as it was used though out ORS.

Ken went on to add that they took out some of the unnecessary language relating to 40176 – 41827. They did housekeeping relating to the Enhanced Program and the removal of old items.

Hasina asked what the process was now for OEM? Ken responded that we turned it in to Military last week. Hasina then asked what the process was from there? Ken answered that

Military will have to approve the changes and then it would go through DAS. Ken added that OEM will be doing a manual review process. Then, to keep the changes updated on a biannual basis.

### 3. **Financial Reporting**

Mark Tennyson then addressed the Budget Report. He passed around a handout to the group. He went on to discuss the ORS 401.808 which states that 9-1-1 Jurisdiction shall submit an Accounting Report to the office annually and it notes the points that need to be addressed in the report. The Budget Report is done once a year by all 50 PSAPs. He notes that he sends out his request for information once a year. He mentioned the fact that this was his first year of doing so and slotted the due date for response was October 31<sup>st</sup>. This will take place around this same time every year. Mark states that upon reviewing the notes from my predecessor, there was at one time a committee that helped to revamp this form. Sally responded that the committee worked with the program to develop it. There was a mis-understanding about what information the committee wanted to get out of the report and how some of the questions were worded. Then there was a sub-committee set to define some of the vague terminology. Sally went on to say that this was during her term as President of APCO/NENA and that she still has all of those notes and recommendations and that she could share those with Mark.

Sally then referred to the last report form that went out, she notes that the wording was recommended by the committee. Mark responded that he sent the form out just how it existed. I did get some feedback on the form that seemed a little confusing and I did receive some suggestions from some of the PSAP Directors. I solicited some of the feedback as this was all new to me. I am thinking that I will send out an email to all PSAP Directors and say, here are the changes that we are thinking about making. I will see if I get any other input. For the most part it looks pretty good, with the exception of some minor things. Mark went on to inform the group that from the responses he gets, he puts that information into a master report document, a high level excel spreadsheet. For some of the PSAPs this is difficult. Some of them having new Managers on board. I was able to go back to previous years and send them those reports to use as a guide line. Mark noted that some of the smaller PSAPs rely on someone else who is at the county or the city to get this data. Sometimes it is challenging to get the information needed. At each quarterly meeting I try to give a presentation on the results that I have received back. Ken added that it is an Aggregate for that is done PSAP by PSAP.

Larry mentioned that there was a definition sheet that went along to get financial information back for you. Larry expressed the desire to have, on a PSAP level, some kind of a statewide comparison of some kind to be able to look and see how our PSAP compares to the other ones around the rest of the state.

Sally referred to the issue of when we are asked “what is the cost of a 9-1-1 call”? There was an attempt at one time to try and get the data. The committee questions were born out of a lack of education. They wanted to know, what is the cost of a 9-1-1 call? We know that answer to that is complicated and cannot just divide costs by calls. When Dave Austin

was around, he was trying to get to the bottom line of that question. Cost analysis shows that it varies with each PSAP. It might be worth while at some point to develop a task force with APCO/NENA to try to do an analysis of this data for the planning purposes of this group. The data might be useful in doing some trend analysis. Larry added that he would like to see the data when it is completed. Mark mentioned that there was a formula devised, it will take total populations the PSAP served, all 50, one by one. He referred back to what Sally was saying, that there was a formula built for individual call response. Mark went on to add that he learned, per feedback that he has received, that he needs to further define the questions that are being asked for the PSAP report. Sally again suggested that it might be helpful for Mark to review the information that she has in regards to this.

Larry referred back to something Ken had talked about earlier in regards to the Advisory Committee & Legislative Concepts; when does this process begin? Larry is asking because in the event someone out there is struggling with an issue, they could bring it to this committee and we could be in on the start of the process. Hasina responded that for State Agencies, they had to start their Concept Development in January of 08 and three months after that is the deadline. They have to turn something in. Ken responded that once we are done with this session OEM will start looking at the Administrative Rules to omit old info & amend information. Hasina added that Pre-Session filing is a month before Legislation starts, the beginning of December, then 45 days into the session is the cut-off.

#### - **OEM Reports to PSAPs**

Shannon began by referring to the Fund Balances letter that was sent out in regards to the last Distribution. In addition OEM also sent out the Work Sheet & Fund Balance Sheets in our effort to get the financial information out to the PSAPs. In the future, for each quarter, OEM will send the Distribution Worksheet to each PSAP and will also post it on our Web Page. This includes the collection amount, interest amount, revenue collection fees, 35% for the enhanced account, and the actual 9-1-1 administration costs. Sally asked about the administration cost, does that include the amount that goes to DPSST? Shannon stated that it is included in that amount. These are just the overview amounts. You will see, at the end of each quarter, what dollars are in what 9-1-1 accounts. Next quarter we are going to start doing an Expenditures Overview Report. It will be broken down by what we are paying for out of the 9-1-1 Enhanced Account. This will give you the opportunity to question why we are spending certain amounts in specific areas. It will keep you more informed. Hasina asked Shannon if Karl could separate out one time costs versus one time expenditures? Shannon explained that use object codes when we pay bills and that those codes indicate what the payment is for. Hasina added that the Wireless Lobby would be interested in what is a one time cost. Sally asked if a recurring cost would be separate from say, a maintenance cost? Shannon responded that it would in fact be. Shannon added that the PSAPs will now be able to compare costs for each quarter.

On the subject on Financial Forecasting & Trending, Shannon stated that we have several meetings planned with OMD & OEM Fiscal. In the past, OEM looked ahead at the quarter and said this is how much we have to spend. Now, we have the Military Fiscal Staff who are very excited about 9-1-1 and have been very helpful. They are pro-active in keeping us

informed financially. OEM plans to have one of their Financial people come to a meeting at least once a year to talk about budgeting, the State Program, how things are done and how they operate. It will provide an overview of the financial picture and give everyone a chance to ask questions. Hasnina asked Ken if it will be automatic in September that they will submit for E Board Rule? Ken responded that they will be doing that. Ken and Shannon both stated that it is good to be working with Military and that they will push to get through what it is that we need. They are a good resource that we have not had before

Sally brought up the issue that they frequently hear that OEM is under-staffed and that you cannot always get everything done that you need to. Ken responded that we have put in for a Policy Option Package for two more positions. OEM needs another GIS Person and a PSAP Relations person. We are hoping to have the go ahead finalized by next session. It is being looked at right now. Larry posed the question of whether or not OEM is able to participate in out of state meetings that are necessary for us to maintain a leadership role? Ken responded that it is not a problem for us to continue to participate.

Sally asked the question of whether we are keeping a running account ourselves of our expenditures? Shannon explained that Jeanie keeps a backup spreadsheet on everything that we spend. Ken added that Fiscal is very meticulous about paying for things within the correct object code. If they find a cost that has been paid with the incorrect code they will move that cost to where it should be coming out of. Ken added that things are going very well.

## **VI. Open Discussion / New Business**

Ken opened up the floor for discussion –

Sally mentioned that at the last quarterly meeting in Canyonville, the expectation was that the Military Department was going to do a presentation for our group but that is not really what happened. Ken responded that Karl did not get the notice that he was to speak at our meeting until the day before. Paul Evans got the request from APCO to have this happen but the message did not get forwarded on. When Shannon called about this, no one called her back. When she did not hear back she called again. The day before our meeting Karl called Shannon and informed her that he was appointed to attend as representation for Caldwell. Karl never did see the letter. The request was to have someone from Military talk about OEM's move to OMD. The letter specified that we wanted OMD to talk about this move and asked them to lay out their view of where the agency is going and to answer questions. This left him with only a day to plan. Ken added that Karl is very knowledgeable. Sally asked if that would be rescheduled at some time. Ken responded that we could do that. This letter did not come through our office. It went straight to Paul Evans from Oregon APCO NENA. Tami sent it over on behalf of the Executive Board. Shannon stated that she only got involved because she asked her to schedule him. If we want to move this through OEM we can do that. Ken stated that it would not be scheduled for this next quarterly but he will see about doing that. Shannon felt that the Welches Meeting might be perfect for that and will see about inviting him. Perhaps it would be a good time to have Ken Murphy, Director, OEM to come out too. Shannon felt that it

would be good for him to hear what the 9-1-1 Community questions are and to get the general consensus from the PSAPs on how things are going and what they want us to do as a State Program. Hasisna feels that it is important to have Paul Evans and General Caldwell together along with Ken Murphy. Shannon will see about scheduling them to attend the October Welches Meeting.

Ken asked if there were anymore items for discussion? Ken then stated that we will schedule our next committee meeting after the NENA Meeting.

Meeting was adjourned.